



April 27, 2012

TO: Mayor and Members of Council

FROM: Denise T. Roth, Interim City Manager *DTR*

SUBJECT: Items for Your Information

Agenda Items for May 1, 2012 City Council Meeting

- **2012 Annual Plan HUD Application**

Attached is a memorandum from Planning and Community Development Director Sue Schwartz, dated April 23, 2012, regarding the Department of Housing and Urban Development (HUD) requiring the City to submit an Annual Plan application in order to renew federal grant funding.

Council Follow-up Items

- **False Alarms:**

As a follow-up to questions from Council regarding the City's false alarms policy and procedures at the April 3 and April 16 City Council meetings, attached is a memorandum from Assistant Police Chief Anita Holder, dated April 20, 2012.

Work Session Schedule

Attached is a memorandum from City Clerk Betsey Richardson, dated April 27, 2012, regarding the revised Council Work Session schedule for the months of May and June.

Solid Waste Management Plan

Attached is a memorandum from Field Operations Director Dale Wyrick, dated April 27, 2012, providing an update on the collaborations between Guilford County and participating municipalities to complete the 2012 Guilford County Solid Waste Management Plan Update. Also attached is the Executive Summary.

Greene Street Two-Way Conversion

Attached is a pamphlet and a notice regarding Greensboro's Department of Transportation public meeting for Greene Street 2-way conversion to be held on April 30, 2012 from 4pm – 6pm in the Plaza Level Conference Room.

2012 Plastic Bottle Collection Blitz

Attached is a memorandum from Field Operations Director Dale Wyrick, dated April 26, 2012, regarding the success of the City's first Plastic Bottle Collection Blitz event that was held this past Saturday.

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of April 16, 2012 through April 22, 2012.

Small Group Meetings

Attached is the Small Group Meetings report for the week of April 20, 2012 through April 26, 2012.

Greensboro Performing Arts Center

Attached is an update on the Greensboro Performing Arts Center Task Force by Program Manager Ross Harris. In addition, the consultant conducting the economic impact study, AMS, hosted briefing sessions held with some members of Council to update on the early results of the report. This report was also reviewed with the public over the past couple weeks as well.

Grants Report

Attached is an updated list of grants for which the City intends to apply that do not require a match. Under the policy adopted by City Council, grants that do not require a match are not required to receive formal Council action.

DTR/mm

Attachments

cc: Office of the City Manager
Global Media



April 23, 2012

TO: Denise T. Roth, Interim City Manager

FROM: Sue Schwartz, FAICP, Planning Director

SUBJECT: Additional Information Regarding the HUD 2012 Annual Plan application

The Department of Housing & Urban Development (HUD) requires that cities submit an application (the Annual Plan) each year in order to renew federal funds granted for housing and community development, neighborhood economic development, and homelessness prevention activities. Greensboro expects to receive \$1,892,288 in Community Development Block Grant (CDBG) funds, a \$150,651 Emergency Solutions Grant, a \$316,214 Housing Opportunities for Person With AIDS (HOPWA) grant; and \$1,199,199 in HOME Investment Partnership (HOME) Consortium funds. The HOME funds will be shared by the HOME Consortium, which includes the cities of Greensboro and Burlington as well as Guilford and Alamance counties.

Following is a summary of how the Community Resource Board recommended allocating the anticipated FY2012 HUD grants to continue addressing community needs identified in Greensboro's adopted Consolidated Plan.

108 Loan Repayment: Section 108 is a HUD loan product that enables cities to borrow against anticipated future year CDBG grants to carry out large-scale projects. The City of Greensboro borrowed funds to advance the Willow Oaks (2000) and South Elm (2003) development projects. The intention is to repay the South Elm Street loan in full with revenue from lot sales. The last payment on the Willow Oaks loan is due in 2022.

Neighborhood Development and Asset Management: Continue property disposition and property management activities in the Ole Asheboro and Willow Oaks neighborhoods.

Economic Development: Continue work, including property acquisition and disposition, site development and property management, to implement the Bessemer Center and South Elm Street projects.

Housing Rehabilitation: Continue to address resident needs city-wide for homes needing rehabilitation or repair to make them clean, safe, and suitable for healthy living. Funding is also allocated for the required match for the Lead Safe Housing grant.

Housing Development: The largest part of the funding supports affordable housing development. Funds allocated to this category in past years have helped the City meet the need for additional affordable rental housing.

Homelessness Prevention: The City will continue to work with Partners Ending Homelessness and the Central Carolina Health Network to use funding provided through the CDBG allocation, the Emergency Solutions Grant, the Housing Opportunities For Persons With AIDS (HOPWA) grant, and the local Nussbaum Housing Partnership Fund to support local agencies in addressing the needs of homeless residents.

SS

Attachment



April 20, 2012

TO: Michael J. Speedling, Assistant City Manager

FROM: A. L. Holder, Assistant Chief

SUBJECT: False Alarm/Water Resources Leak Forgiveness Comparison

We recently received an inquiry from Council asking for comparisons between the Police Department false alarm billing policies and the Water Resources "leak forgiveness" program. This inquiry from Council stems from concerns expressed by a citizen for false alarm billing. To provide a full picture of the issues I am also including information on alarm billing in general as well as Ms. Blackstock's alarm history.

Comparison of Water Resources and Police Policies

Below is a summary of the Water Resources "forgiveness" policy as well as the Police false alarm adjustment policy.

Water Resources Adjustment of Charges

Water Resources Director or a designee has authority to adjust an excessive bill under the conditions outlined below. The City may demand proof of repairs prior to making adjustments and no adjustments are permitted for water use associated with irrigation or swimming pools.

- If caused by defective plumbing or for undetermined reason and water is returned to wastewater system, determine average consumption from the previous year and refund one-half (1/2) of water and wastewater consumption above the average.
- If caused by a burst pipe (including frozen pipes) or underground leak and water is not returned to sewer system, determine average water and wastewater consumption and refund all of the wastewater consumption charge and one-half (1/2) the water consumption above the average.
- If the cause is undetermined in a vacant premises where water has been turned off and on, but without the knowledge of the owner, return one-half (1/2) the water and sewer consumption charges.
- Residential bills which exceed its average monthly or quarterly billing by more than two hundred dollars (\$200.00) for undetermined reasons may be rebated 90% of the amount exceeding the average consumption.
- No adjustments are allowed for a period in excess of two consecutive billing periods
- Only one adjustment is allowed in a two-year period for an excessive bill caused by the same condition. Second requests for an underground leak adjustment within that period are allowed providing the same of the second adjustment doesn't exceed the amount of the previous adjustment given within that period.

Police False Alarm Adjustment of Charges

The Commanding Officer of the Operational Support Division or a designee has authority to adjust a fine for false alarms under the conditions outlined below. Alarms which are the result of an actual burglary or attempted burglary are never billed and do not impact billing in any way.

- The first false alarm response within a 12 month period has no fine.
- The second false alarm response within that period has no fine and the owner receives a written notification of the potential for fines.
- Calls for service for which an officer is cancelled prior to arrival at the home/business are not fined.
- If property is purchased by a new owner and bills are generated for additional alarms based on the alarms from the previous owner those fines are waived and an account is established for the new owner.
- Actual billing errors are corrected.
- Federal Property is exempt from alarm fines.
- Alarms as a result of storm activity that results in damage to the property are waived.
- Alarm calls that result in an actual fire or medical call are waived.

Both the Water and Police adjustment of charges programs are similar in that the intent is to not hold a citizen financially responsible for events that were outside the scope of their control. They are also similar in having clear defined points in time/usage where costs or fines are not forgiven. Other than these two characteristics the programs and their purposes are dissimilar.

First, the fundamental difference between the two may lie in the nature of the services being provided by the City, and a citizen's choice of having either. Water is a critically necessary resource for each home and business while an alarm system is an optional resource that many home and business owners in Greensboro do not choose to purchase.

Secondly, a water leak is generally not determined until a significant amount of water use is detected by metering. In contrast the system used by Police captures individual events (alarms calls dispatched) and the corresponding response (valid or false alarm) on a daily basis rather than a monthly basis.

Additionally, a water leak is normally a one-time occurrence which is corrected by a citizen with proper repair or maintenance. Alarm calls occur much more frequently, approximately 1,050 times per month, and they represent the top number of Priority 2 calls for service received by Police.

Alarms Calls in General

Alarm calls consistently represent significant resource demands for Police. The numbers below represent alarm response since 2008.

<u>Year</u>	<u>Total</u>	<u>Valid</u>	<u>False</u>
2008	13786	115	13671 (99.1%)
2009	14118	166	13952 (98.8%)
2010	14755	84	14671 (99.4%)
2011	12607	62	12545 (99.5%)

Cost of Response versus Fines

Alarm calls take approximately one half hour of response time. Using an average salary and benefit rate of \$27 per hour the false alarm equates to a cost of \$13.50 for the officer's investigation. This does not include vehicle or fuel costs. Salary and benefit costs for the Alarm Coordinator are budgeted at \$44,755.

Fines do cover some of the cost of this unnecessary response. For the period July 2011 through March 2012, we have billed a total of \$269,600 for false alarms. 35 were appealed with 14 being forgiven. A total \$295,557 was collected for that period which represents outstanding fines from a prior fiscal year.

Recommendation

Based on the analysis, we believe the waiver of the first two false alarms and the notice of potential billing provides sufficient opportunities for adjustment for customers. Mrs. Blackstock's issue is an unusual case and not the norm. In reviewing our billing practices, we are convinced that we are applying them consistently with all citizens and do not recommend a change in the policy at this time.

If you need further information, please let me know.

ALH/mv
Attachments

Chronology of Alarm Response to 1700 Kay Street

<u>Date</u>	<u>Valid</u>	<u>Charged</u>	<u>Appealed</u>	<u>Waived</u>
03/06/01	N	\$0.00	N	
04/30/05	N	\$0.00	N	
05/12/05	N	\$0.00	N	
02/19/06	N	\$0.00	N	
06/06/07	N	\$0.00	N	
08/20/08	N	\$0.00	N	
11/09/09	N	\$0.00	N(City-wide waivers by Council)	
10/02/11	N	\$0.00	N	
10/02/11	N	\$0.00	N	
10/02/11	N	\$50.00	N	
11/24/11	N	\$50.00	N	
11/24/11	N	\$50.00	N	
11/24/11	N	\$50.00	N	
12/04/11	N	\$100.00	N	
12/04/11	N	\$100.00	N	

Chronology of Contact with Ms. Blackstock

On February 28, 2012, we received a letter from Ms. Blackstock of 1700 Kay Street, disputing charges in the amount of \$150.00, which would have originated from one call in October and two in November. Our Alarm Coordinator contacted Ms. Blackstock by phone and discussed the number of alarms, alarm dates, our responses and the associated costs. Ms. Blackstock advised the Coordinator she would address her concerns with her alarm company as recommended and she would also discuss concerns with Council Members.

On 3/1/12 we received a call from Ms. Blackstock stating she had contacted the alarm company and would let us know the outcome of that interaction. She contacted the Coordinator again on 3/2/12 because she had received a delinquent notification from the City. We advised her that Collections had been given information about her concerns but that they could not stop the delinquent notice from being issued.

On 3/21/12 Ms. Blackstock advised the Coordinator that the alarm company would not reimburse her for any of the expenses and that she intended to attend the Council meeting scheduled for 3/27/12.

On 3/27/12 Ms. Blackstock requested to speak with the Coordinator's supervisor prior to speaking with Council. Captain Jane Allen returned the phone call and again explained our policies that apply to all homes or businesses with alarms.

On 3/28/12 Ms. Blackstock advised us she had not been able to contact Council and advised us she would attend at a later date.

Ms. Blackstock did attend the most recent Council meeting and as a result Council asked for the information contained earlier in this memo.

Helpful Hints

There are several precautions that you can take to help the Greensboro Police Department serve you better:

- 1. Secure the premises** - Be sure that all doors and windows are shut and locked before the alarm systems are armed.
- 2. Maintain Systems** - Service systems regularly to guard against system malfunctions. Periodically contact your monitoring company to stay informed of alarm activations. The Police Department is not responsible for informing you of system activations.
- 3. Educate Others** - Be certain that family members and employees know how to properly operate the alarm. Be especially careful to let others know when pass codes are changed.
- 4. Send Representatives** - Police officers can not thoroughly check your home or business if they can not gain entry. Be sure that your monitoring company has a up-to-date call-out list of individuals that have keys to your property should you not be available to respond.

!!! IMPORTANT NOTE !!!

The cancellation of the alarm must take place prior to the officers' arrival to the scene of the reported alarm. The officer **CANNOT** be cancelled once he/she arrives on scene. If the alarm is determined to be false, and the alarm subscriber or the alarm monitor cancellation arrives after the officer arrives, then the false alarm will be counted towards the twelve month infraction period.

For Further Information...

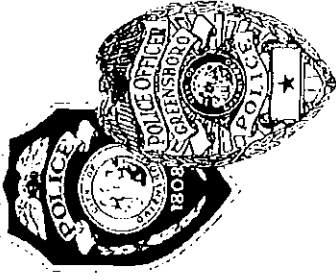
Concerning the alarm ordinance or police response, contact the Alarm Coordinator of the Greensboro Police Department at 336-373-2905, Monday through Friday, 8:00 a.m. until 5:00 p.m.

or e-mail alarm@greensboro-nc.gov

Visit the Greensboro Police Department's website
www.greensboro-nc.gov/police

Questions concerning payment of civil penalties should be directed to City of Greensboro Collections Division at 336-373-2310, Monday through Friday, 8:00 a.m. until 5:00 p.m.

Place
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GREENSBORO POLICE DEPARTMENT

ALARM ORDINANCE INFORMATION

Alarm Coordinator
336-373-2905

Greensboro Police Department Alarm Coordinator
PO Box 3136
Greensboro North Carolina 27402-3136

HISTORY

On July 1, 1989, the Greensboro City Council enacted City Ordinance Chapter 18. Sections 26.27, and 28 regarding burglary and robbery alarms. This action became necessary due to the excessive number of false alarm calls reported to the Police Department, which has exceeded 16,000 calls annually. In fact 98% of all alarm calls are found to be false alarms, diverting over \$960,000 worth of police services each year.

WHAT IS A FALSE ALARM?

Greensboro City Code, Section 18-26 states that solicits police response and to which:

- (1) The responding officer finds no evidence of unauthorized intrusion, robbery, or attempted robbery.

False alarms include: negligently activated signals which are the result of faulty or malfunctioning equipment; improperly installed or maintained equipment; signals activated to test the alarm system that have not been approved by the Greensboro Police Department; and signals which are purposely activated to summon police personnel in non-emergency situations.

WHAT ABOUT MISTAKES?

Recognizing that everyone makes mistakes, if the Police Department responds to two false alarms at the same location within a twelve-consecutive month period, the Alarm Coordinator will send a letter to the subscriber to inform of the false alarms and request that action be taken to stop further false alarms. There will be no fee assessed for the first two false alarms within a twelve-consecutive month period. If you accidentally activate your alarm system, you should immediately notify your monitoring station.

REGISTRATION

Registration of alarm systems is not required at this time.

Civil Tickets

Greensboro City Ordinance 18-27 states: "Beginning with the third false alarm, a civil ticket of (\$50) shall be issued and for each additional false alarm up to the sixth false alarm. On the seventh false alarm, a civil ticket of (\$100) shall be issued and for each additional false alarm, up to the ninth false alarm. The tenth false alarm and any thereafter in a twelve-month consecutive period, a civil ticket of (\$250) shall be issued.

Fine Schedule

# of False Alarm Infractions	Amount Fined (US \$)
0 thru 2	\$0
3 thru 6	\$50
7 thru 9	\$100
10+	\$250

Audible Alarms

Since a central station does not monitor audible alarms, requests for police services on these alarms are usually made by neighbors living in the area or a passer-by. Audible systems should be equipped with an automatic reset device that will reset and cease to sound the alarm after a reasonable period of continuous activation. City Ordinance 18-27.d states that an alarm that sounds continuously for a period of thirty (30) minutes from the time officers arrive at the alarm location, due to failure of the alarm to reset, shall constitute an additional violation of this section every thirty minutes.

A Word of Warning

Other demands for public service throughout the city may delay police response to an alarm call. If you or one of your representatives responds to the premises and a police officer is not present, **DO NOT ENTER THE BUILDING.**

Perhaps officers have already checked the area and cleared the call, or as mentioned above, police response may have been delayed. You may phone Police Communications at 336-373-2222 to verify whether an officer has already checked the premises.

Greensboro Police Department Alarm Subscriber Information

CLIP & MAIL

Alarm User's Name (or Business Name) _____ Phone Numbers (Day) _____ (Night) _____ Zip Code _____

Alarm Location Address (include Apt/Suite) _____ (Night) _____ Zip Code _____

Mailing Address (if different) _____ Zip Code _____

Alarm Site: ☐ Residence ☐ Non-Residence / Business

Alarm Type: ☐ Monitored ☐ Audible Only

Alarm Company Name _____ Phone _____

Monitoring Company Name _____ Phone _____

List below two (2) people with keys to your building and a working knowledge of your alarm system that could respond within thirty (30) minutes to assist police in resetting your alarm.

Name _____ Phone (Day) _____ (Night) _____

Name _____ Phone (Day) _____ (Night) _____

Mail To: Greensboro Police Department Alarm Coordinator, P.O. Box 3136, Greensboro, NC 27402-3136 or fax 336-333-6989

Office of the City Clerk
City of Greensboro



April 27, 2012

TO: Denise T. Roth, Interim City Manager

FROM: Betsey Richardson, City Clerk

SUBJECT: 2012 Additional Work Session Dates

At the April 26th Work Session, City Council scheduled additional work sessions to be held for budget and economic development discussions. Attached is a list with the proposed dates and times, which I will ask for Council to adopt at their Regular meeting on Tuesday, May 1st. Councilmember Matheny requested the May 22nd Work Session be held at the ACC Hall of Champions Board Room to allow for dinner, the room has been reserved and my office will coordinate arrangements for the meeting.

Council also reserved Tuesday, June 26th at 5:30 p.m. for a special meeting to receive public comment on a Performing Arts Center. I will prepare and post a notice for a special meeting closer to the date of the meeting.

Please let me know if I can be of further assistance.

BR
Attachment

2012 COUNCIL ADDITIONAL WORK SESSION DATES

- May 17** 12:30 - 2:30 p.m. for economic development discussions.
- May 22** 4:00 - 8:00 p.m. for budget discussions.
ACC HALL OF CHAMPIONS BOARD ROOM
- May 31** 3:00 - 5:00 p.m. for East Greensboro economic development study discussions.
- June 6** 3:00 - 5:00 p.m. for budget discussions.

Council work sessions are held In the Plaza Level Conference Room in the Melvin Municipal office Building, 300 West Washington Street, Greensboro, NC, unless otherwise noted.

The date or time of the Council meetings and work sessions may be changed if deemed necessary by the City Council.

COUNCIL HAS RESERVED TUESDAY, JUNE 26, 2012 AT 5:30 P.M. FOR A SPECIAL MEETING FOR A PUBLIC HEARING TO RECEIVE PUBLIC COMMENT ON A PERFORMING ARTS CENTER. A NOTICE WILL BE FORTHCOMING.



April 27, 2012

TO: Denise T. Roth, Interim City Manager

FROM: Dale Wyrick, P.E., Field Operations Director

SUBJECT: 2012 Guilford County Solid Waste Management Plan Update

This memo is to let you know that City staff has collaborated with Guilford County and participating municipalities to complete the 2012 Guilford County Solid Waste Management Plan Update. I am recommending that City Council approve the updated plan at their May 15, 2012 meeting. Following this memo, I have attached the Executive Summary of the plan. A full version of the plan can be reviewed at <http://www.greensboro-nc.gov/index.aspx?page=466>. In addition, staff will be presenting an overview of the plan update to the Waste Management and Recycling Task Force at their May 1, 2012, meeting.

The 2012 Guilford County Solid Waste Management Plan Update discusses the current solid waste practices used within Guilford County and possible changes that can be made to improve solid waste management and potentially reduce solid waste generation over the next ten years. The planning area includes Guilford County and the following municipalities: Archdale, Gibsonville, Greensboro, High Point, Jamestown, Oak Ridge, Pleasant Garden, Sedalia, Stokesdale, Summerfield, and Whitsett.

In accordance with NCGS 130A-309.09A(B), the local governments of Guilford County combined their efforts in 1997 to produce a solid waste management plan that was comprehensive for the entire county. The ten-year solid waste management plan included waste reduction goals and identified existing and potential programs to meet established goals. The plan was adopted by the City of Greensboro and the participating Guilford County jurisdictions in July 1997.

The State of North Carolina requires that local governments update their solid waste management plan at least every three years. The intent of this requirement is to ensure that the plan stays current and provide a means to re-evaluate existing solid waste management practices. Future plan updates will follow at a minimum of every 3 years and may include enhancements to existing solid waste management programs and practices, as well as the development of new programs and strategies that will meet the changing needs of our community and region.

If further information is required, please advise.

DDW

Introduction

This Solid Waste Management Plan Update (Update 2012) discusses the current solid waste practices used within Guilford County (County) and possible changes that can be made to improve solid waste management and to reduce solid waste generation over the next ten years. Plan updates will follow at least every three years to allow for improvements and continuous monitoring of the Plan implementation. It is the intention of the municipal representatives who have participated in this planning process to continue to meet regularly and further develop and implement strategies for waste reduction and for future solid waste management alternatives. In light of the current state of the economy, a great deal of emphasis must be placed on providing the maximum benefit and level of service while using the least amount of public funding possible. It is likely that, as budgetary constraints increase and federal and state assistance decrease, non-mandated solid waste programs will be targets of budget cuts. The County and its municipal planning partners have agreed that using solid waste disposal tax distributions to help maintain existing programs and services is the best, and possibly the only viable, course of action. Recommended enhancements to these existing programs, as outlined in Update 2012, will be accomplished largely through the use of staff time and expertise and will focus on public outreach and education.

The planning area includes Guilford County and the following municipalities: Archdale, Gibsonville, Greensboro, High Point, Jamestown, Oak Ridge, Pleasant Garden, Sedalia, Stokesdale, Summerfield, and Whitsett.

Planning Area Goals

Guilford County's long-term goal is to help reduce waste generation within the County and participating municipalities. The County and its municipal partners will strive to educate the entire community about solid waste and recycling, and to make solid waste disposal and recycling easy and accessible to everyone. These efforts will aid in the prevention of improper waste disposal and will provide greater protection for the public health and for the environment. Our goals are summarized as follows:

- ❑ Goal 1 – Develop a Solid Waste Management Plan that is in conformance with state requirements and with local objectives.
- ❑ Goal 2 – Identify any deficiencies in existing solid waste management programs and systems that must be addressed in order to meet local needs and provide protection for the public health and for the environment.

- ❑ Goal 3 -- Develop local reduction goals and programs for Guilford County.
- ❑ Goal 4 -- Develop and implement a comprehensive, ongoing public education program and encourage public participation in the long-term planning process.
- ❑ Goal 5 -- Continue the solid waste management process so that the feasibility of future options can be thoroughly investigated, and recommendations based on those investigations can be presented to the participating jurisdictions for review and adoption.

Waste Quantities and Composition

Guilford County and its municipalities disposed of approximately 565,000 tons of waste in Fiscal Year (FY) 2010-11 (North Carolina Division of Waste Management), not including yard debris or recyclables. The County and municipalities actually managed a total of approximately 670,000 tons of waste including recyclables (60,000 tons) and yard waste materials (45,000 tons) that were diverted from landfilling. Of the total tons of waste managed for the County, it is estimated that 29 percent is residential, 26 percent is commercial waste, 23 percent is industrial waste, and 22 percent is construction and demolition (C&D) waste.

Waste Reduction Goals

Waste reduction is calculated by comparing current figures to the per capita disposal rate established during the baseline fiscal year of 1991-92 of 1.35 tons per person per year. In 2009, Guilford County and its municipalities established a local waste reduction goal of 0% to be reached by FY 2012-13 and to be maintained through FY 2018-19. In FY 2008-09, the County achieved this goal with a disposal rate of 1.33 tons per capita. This waste reduction trend escalated dramatically in FY 2009-10, when the disposal rate dropped to 1.20 tons per capita, and continued to improve in FY 2010-11, when the disposal rate dropped further to 1.15 tons per capita.

It is the belief of the municipal planning partners that this major reduction in waste is due, for the most part, to the state of the economy in North Carolina in particular and in the entire country in general. Although most of the recommended waste reduction actions set forth in the 2009 Update were implemented, it is highly unlikely that they could have produced such a major change in disposal rates. In addition, should the economy rebound, it would be highly unlikely that these reduced disposal rates could be sustained.

Upon careful consideration of these factors in conjunction with future waste projections, the updated reduction goals for Guilford County and its municipal partners are as follows:

- ◆ FY 2015-16 5%
- ◆ FY 2021-22 3%

To maintain a level of 5 percent per capita waste reduction in FY 2015-16 and a level of 3 percent per capita waste reduction in FY 2021-22, Guilford County must hold its per capita disposal rate to 1.28 tons in FY 2015-16 and 1.31 tons in FY 2021-22. Based on population projections and using the new per capita rates, the County's future landfill disposal should be limited to 689,487 tons for FY 2015-16 and 738,195 tons for FY 2021-22.

Assessment of Programs and Services

It is the hope of Guilford County and its municipalities to maintain the ability to fund current solid waste programs and maintain current solid waste services. Through the following efforts, progress will be made towards meeting the goals established within this Solid Waste Management Plan Update.

Waste Reduction -- The County and its municipal planning partners intend to develop internal waste reduction and recycling policies and to work to reduce the toxicity of chemicals being used by government agencies and facilities. Current efforts to disseminate information to the public about waste reduction will be expanded to include more web-based content and additional outlets for distribution of the Guilford County Solid Waste Services Guide.

Collection -- All households within Guilford County and its municipalities have curbside trash and recycling collection available. Guilford County currently licenses private residential collection services to operate in the unincorporated areas and smaller towns. The County, along with its municipal planning partners, intends to develop and present for adoption a policy requiring licensed garbage collectors to provide recycling collection, with minimum standards, and the option for yard waste collection as part of their license to operate. This policy would support state landfill bans and help increase the County diversion rate. The cities of Greensboro and High Point will continue to examine the potential for additional or expanded multifamily trash and recycling collection services.

Recycling and Reuse -- Recycling rates for the entire County remain unpredictable. In 2008, the state announced a new goal of 2 million tons recycled annually by 2012. In order to reach this goal, the Division of Environmental Assistance and Outreach (DEAO) has calculated Guilford County must increase its per capita recycling rate of 337.18 pounds by 34%, or 114.27 pounds to reach a target of 451.45 pounds per person per year. Because of current economic conditions, the County and its municipal planning partners intend to focus on education and outreach efforts to increase the diversion rate, using available staff time to replace dollars when possible. The City of Greensboro/Guilford County residential household hazardous waste disposal program will continue to accept

electronic waste, including computer equipment and televisions, for recycling and disposal. In addition, County staff will continue to work with schools to encourage administrative and classroom recycling and provide assistance in the implementation of recycling programs.

Composting and Mulching – The County and its municipal planning partners share a major concern about the effect of changes in the state rules governing compost facilities. It is anticipated that the implementation of these new rules will place an undue financial burden on municipal composting facilities and make costs associated with their operation prohibitive. It is likely that, if the two existing municipal composting facilities are forced to cease operations, the recovery rate for yard waste will be greatly reduced. It is also likely that the use of burning as a means of yard trash disposal will increase dramatically as a result.

Disposal – The City of High Point's Kersey Valley landfill, now the only operating MSW landfill in Guilford County, has ample disposal capacity for the planning period at its current disposal rate. The City of Greensboro's Solid Waste Transfer Station and Republic Waste Services' Bishop Road Transfer Station transport all of their MSW to Republic Services' Uwharrie Environmental Landfill in Montgomery County. Life expectancy of this facility is not entirely predictable, and the County and its municipalities intend to continue to engage regional planning partners in discussions about a regional disposal plan. C&D disposal facilities appear to be adequate for the planning period, with the City of Greensboro's White Street Landfill, WCA, Inc. of High Point and A-I Sandroek C&D Landfill continuing operations. In addition, there are currently 14 active LCID landfills in operation throughout the County.

Education – Current efforts are being focused on educating the residential, commercial, and industrial sectors about the benefits of recycling. The County intends to continue to promote and expand its public outreach campaign, "For PETE's Sake Recycle." The City of High Point has two recycling mascots, MuRF and CARTer, which are also intended to aid in the expansion of public outreach and education programs in schools and with civic groups. The Cooperative Extension Service provides solid waste and recycling educational opportunities for residents, including grass-cycling and composting classes. Information about solid waste and recycling programs is made available to residents and businesses through collection service providers, in County and municipal offices and facilities and on government and corporate websites. Government-sponsored events highlighting Earth Day and America Recycles day have garnered media attention and assisted in community education efforts. The County intends to continue to provide elementary school recycling education programs, to make classroom recycling lessons available to elementary, middle and high school teachers, and to encourage and provide assistance with administrative and

classroom recycling programs. In addition, the County and its municipal partners will work to expand public awareness of businesses and service providers that incorporate substantial “green” procedures and policies into their operations through the development of a recognition program.

Special Waste – The City of Greensboro and Guilford County provide a collection site for residential household hazardous waste and electronics, including computer equipment and televisions. The County developed and opened two new electronics collection sites in advance of the July 2011 landfill ban on computer equipment and televisions. The City of High Point has also begun accepting discarded electronics at their material recovery facility. In addition, the County is working to continue its annual spring clean-up event (HHW, scrap tires and whites goods are accepted from residents), its annual e-waste collection event in cooperation with the Town of Pleasant Garden, and its bi-annual clean-up event (HHW, scrap tires and whites goods are accepted from residents) in partnership with the City of High Point, and to expand special collection events to other areas of the County. A new clean-up event, in cooperation with the Town of Summerfield, was held in June 2011. It is hoped that this successful new event will become an annual program as well. The County also intends to promote and support the activities of private companies that are beginning to process and recycle other special wastes, including asphalt shingles, discarded mattresses, prescription medications, and Styrofoam.

Illegal Disposal/Litter – In an effort to reduce illegal disposal and littering, the County employs enforcement and educational personnel that deal specifically with littering and illegal dumping. The County environmental enforcement officer employs surveillance cameras to monitor illegal dump sites and identify and prosecute violators. A new application for reporting littering, illegal dumping and illegal burning is being added to the County website. When feasible, County environmental services staff partner with the Sheriff’s Prison Farm to assist property owners with the clean-up of illegal dump sites. The cities of Greensboro and High Point and the towns of Jamestown and Pleasant Garden sponsor and promote local events in the spring (Great American Clean-up) and fall (NC Big Sweep) that are designed to enlist the community in efforts to clean up neighborhoods and waterways. During this planning period, the County and its municipal partners intend to support, promote and expand NCDOT’s Adopt-a-Highway program.

Purchasing Recycled Products – The County has expanded its internal recycling program and reaffirmed its Recycling and Waste Reduction policy through all departments. The policy encourages the practice of environmentally preferable purchasing, and provisions for EPP have been included in bid specifications by the County Purchasing Department. In addition, the County Purchasing Department has

worked with solid waste staff to develop a listing of recycled content products available for purchase and a list of qualified vendors of recycled products. The Town of Summerfield has developed and adopted its Recycling and Waste Prevention Policy, and the County continues to encourage other municipalities to adopt similar measures.

Disaster Response – The County has worked with its municipal partners to identify suitable sites for the temporary storage of disaster debris. County staff is working with NC DENR staff to have these sites evaluated and approved for their future use. In addition, the County's animal mortality emergency response plan is included in the 2012 Update. All of this information is disseminated to emergency management personnel for inclusion in the County's Emergency Management Plan.

Abatement of Abandoned Mobile Homes – Based on state legislation, the County and its municipal planning partners have evaluated the issue of abandoned mobile homes and determined that the development of an abatement program is not necessary at this time. It is intended that the issue be revisited at least every three years in conjunction with the plan update process.

Plan Implementation

All of the actions recommended in this 2012 Update are scheduled for implementation through the end of FY 2012-13. Because ongoing budget cuts are anticipated as county and municipal governments struggle to maintain core services, no additional expenditures are planned for the remainder of the current 3-year planning period. Should economic conditions improve during this time frame, the County and its municipal planning partners will reopen discussions about the potential for increasing waste reduction and diversion through the addition or expansion of solid waste services and programs.

Public Meeting
April 30, 2012



City of Greensboro Department of Transportation



Welcome!

Welcome and thanks for participating in this public meeting for the Greene Street 2-way Conversion Project Planning Study. The purpose of this public meeting is to get your feedback on the proposed conversion of Greene Street to 2-way traffic. We welcome your comments and encourage you to talk to our project team members.

This handout will provide you with background information about the project. Please take some time to review the maps and other information on display around the room.

Assumptions

In order to study the functionality of converting Greene Street to 2-way traffic, the following assumptions were made:

- Potential northbound traffic on Greene St was calculated by diverting 20% of existing Elm St traffic.
- Redistribution of parking deck traffic based on address data:
 - Bellemeade St Deck: 50% north, 50% south
 - Lincoln Financial Deck: 65% north, 35% south
 - Greene St Deck: 40% north, 60% south
- No changes to existing signal timing along Greene St.

Modeling Results

Using a traffic modeling program called Synchro along with traffic volume and signal timing assumptions, the following results were determined:

- All intersections operate at acceptable levels of service.
- Northbound queues at Bellemeade St extend past Bellemeade Street Deck exit in the PM peak, but clear every signal cycle.
- Minimal changes in delay at Lincoln Financial and Greene Street Decks.



Greene Street Parking Deck

Queuing Results

The traffic modeling program Synchro also provides vehicle queuing information and allows us to see simulations of traffic based on the assumed data. This queuing information is used to determine the delay experienced per vehicle in each of the parking decks.

- Bellemeade St Deck: Some increases in delay in the PM peak hour, particularly the south gate.
- Lincoln Financial Deck: Very minor increase in delay in the PM peak hour.
- Greene St Deck: Very minor increase in delay in the PM peak hour.

You can follow the Greene Street Conversion Project Planning Study or submit comments online at...
<http://www.greensboro-nc.gov/gdot>

Please be sure to fill out a comment form before you leave. Mailed responses should be sent by May 14th, 2012.

*Bellemeade Street Parking Deck**Lincoln Financial Parking Deck*

Travel Time

Travel times for northbound (NB) and southbound (SB) traffic during the PM peak hour on Greene St were also calculated using the Synchro program. These times are estimates of how much time would be added or subtracted from someone's overall trip traveling on Greene St. Times include time spent exiting the respective deck.

- Bellemeade St Deck: NB -39 sec / SB +29 sec
- Lincoln Financial Deck: NB -32 sec / SB +4 sec
- Greene St Deck: NB +3 sec / SB +36 sec

Recommendations

Recommendations for each of the parking decks were determined from the information gathered from the Synchro program and by analyzing each individual deck's operational features.

- Bellemeade Street Deck
 - Convert reversible lane to "left-turn exit only" in the PM peak hour and modify lane control signals for exiting vehicles.
 - Convert Elm St exit to "right-turn only" during PM peak hour.
 - Convert spiral exit on Greene St to "right-turn only".
- Lincoln Financial Deck
 - Install lane control signals for exiting vehicles.
 - Modify concrete islands to 90 degree angle.
- Greene Street Deck
 - Modify internal signage to south lane "left-turn only" and north lane to "left-right turn".

Cost and Construction Timing

The following construction operations and materials will be required in order to convert Greene Street to 2-way traffic:

- Signal modifications including acquisition of new mast arms and signal heads at a cost of \$250,000.
- Parking deck modifications including signage and concrete island construction at a cost of \$50,000.
- Resurfacing of Greene Street, new pavement markings, and signage at a cost of \$200,000.

The total for converting Greene Street to 2-way traffic is estimated to cost \$500,000.

Should the conversion of Greene Street be implemented, construction time for the project is estimated at 18 to 24 months.

What's Next?

Based on the public comments received and the preliminary field observations, the project team will identify a recommendation for the conversion of Greene St to 2-way traffic.

Public Involvement

Thank you for attending tonight's meeting. Your comments are very important for determining the final recommendation. **Please be sure to fill out a comment form before you leave.** You can leave it with us today at the registration table or, by **May 14th**, mail to:

Deniece D. Conway, PE
 300 W. Washington Street
 Greensboro, NC 27402
 (336) 373-4501
deniece.conway@greensboro-nc.gov



NOTICE OF PUBLIC MEETING
Greene Street 2-Way Conversion
Monday, April 30th, 4 p.m. – 6 p.m.
At City Hall – Plaza Level Conference Room
300 W. Washington Street



The City of Greensboro Department of Transportation (GDOT) cordially invites you to a public meeting to discuss a study regarding the conversion of Greene Street, between Bellemeade Street and Washington Street, to 2-way traffic. The purpose of the planning study is to gather public feedback regarding issues related to this conversion.

This meeting will be an informal drop-in session with members of the project team available to discuss the project one-on-one with you. Project maps showing the proposed conversion will be available. Public feedback will be used to develop the final recommendation. Your input is very important to us.

If you are unable to attend the meeting, you may provide input to the study by contacting:

Deniece D. Conway, PE
deniece.conway@greensboro-nc.gov

April 26, 2012

TO: Denise T. Roth, Interim City Manager

FROM: Dale Wyrick, P.E., Field Operations Director

SUBJECT: 2012 Plastic Bottle Collection Blitz

This memo provides a summary of the success of the City's first Plastic Bottle Collection Blitz event held this past Saturday, April 21. The City of Greensboro and its recycling partner, ReCommunity, hosted the Blitz in celebration of Earth Day 2012, with the goal of increasing public awareness and involvement in recycling plastic bottles.

Residents, schools and organizations were invited to collect empty plastic bottles and turn them in at the Kathleen Clay Edwards Price Park on April 21 for weigh-in. More than 3,800 pounds of plastic bottles were collected for recycling. Winners were:

- First Place: Alderman Elementary School - 505.4 pounds
- Second Place: Mr. Richard Neal - 497.6 pounds
- Third Place: Nathanael Greene Elementary School - 479.6 pounds

First place winner won \$500, second place received \$250, and third place \$100. Thanks to ReCommunity for their partnership in hosting this event.

If further is required, please advise.

ddw



**Public Affairs
Contact Center Weekly Report
Week of 4/16/12 - 4/22/12**

Contact Center

4406 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 776
New Sign up – 180
General Info – 143
Phone sign up - 104
Cutoff Requests – 85

Field Operations

HHW/Landfill/Transfer – 129
Bulk Guidelines – 111
No service trash - 64
E-waste pick up - 61
Repair green can - 45

All others

Police/Watch Operations – 253
Overgrown Lots – 86
Police Records – 73
Courts/Sheriff – 61
Privilege License – 47

Comments

We received a total of **2** comments this week:

Executive - 1 comment:

- Please convey my thanks to your mayor for his position on Amendment One legislation! I am not a resident of your community, but have vacationed there often and will continue to do so! Next time staying longer and bringing my family. Thank you.

Field Operations - 1 comment:

- Commendation for staff for the work they did out at the front of this house - he led a group that came out to fix/repair work that the City had contractors do that didnt get done well - crew did an excellent job and were amazing - the work was very well done and when the work was completed, he knocked on the door to have them come see the finished work - Resident says she would recommend him for a job any day - he was a focused hard working guy who had confidence in the work he had performed.

Overall

Calls about overgrown lots continue to increase. Call volume dropped slightly for the week.



SMALL GROUP MEETINGS

Date	Councilmember	Department / Person Contacted	Subject	Council Notification Date
April 24, 2012	Councilmembers Nancy Vaughan and MarikayAbuzuaiter	Parks and Recreation: Greg Jackson	War Memorial Stadium: Meeting with representatives from Sutton-Kennerly & Associates & NC A&T	April 26, 2012

MEMORANDUM

TO: DENISE TURNER ROTH
FROM: ROSS HARRIS
SUBJECT: GREENSBORO PERFORMING ARTS CENTER TASK FORCE
DATE: 4/27/2012

UPDATE ON GPAC TASK FORCE

Economic Impact Committee

- Dr. Andrew Brod spoke to the committee on April 17 about measuring economic impact. This topic was very informative for the group as we anticipate receiving the report from the consultants in May as to what type of economic impact Greensboro might expect from putting a performing arts center downtown.
- The next meeting of this committee will take place on Tuesday, May 1 at 7:30am at CFGG.

Arts and Culture Subcommittee

- This committee has not met since the last IFYI update. It will meet again on May 2 at 8:30am at the Cultural Arts Center.

Citizen Engagement

- The second Community Forums were held on April 21 at Holy Trinity Episcopal Church. Approximately 50 people attended the two forums.
- The first District Forum was held for District 3 on April 24 at Cathedral of His Glory. District Forums have been scheduled in each of the City Council districts to provide additional opportunities for citizens to ask questions and voice their opinions about a PAC in downtown Greensboro. The remaining forums are scheduled as follows:
 - May 3: Districts 1 & 2, Webb Hall at A&T, 7-9pm
 - April 26: District 4, St. Andrews Episcopal Church – 7-9pm
 - April 30: District 5, Hemphill Branch Library, 7-9pm
- The last Community Forums will take place on May 24 at the downtown Marriott Hotel. There are three forums scheduled for that day: 7:30am-9:00am, Noon-1:30pm, and 6:00pm-7:00pm
- This committee will meet next on May 9 at 5pm at CFGG.

Development/Marketing Committee

- This committee reviewed FAQ's regarding the project for the website, and is adding information about financing of the project.
- The committee continues its research into private financing opportunities.
- The next meeting has not been scheduled at this point.

Advisory Committee

- The next meeting will be held on May 7 at 8am at CFGG.

Task Force

- Two site visits were conducted in April.
 - o The first visit was to the Durham Performing Arts Center (DPAC) in Durham, NC on April 13. Approximately 50 people attended – 35 members of the Task Force and 12 members of the general public, plus eight members of the press. Speakers included Mayor Bill Bell, Bob Klaus (Executive Director of DPAC), Bill Kalkoff (Downtown Durham Inc.), Bob Nocek (Carolina Theater), Sherry DeVries (Durham Arts Council), and Shelley Green (Durham CVB). DPAC seats approximately 2700 and was built for Broadway and concert performances.
 - o The second visit was to the Schuster Center in Dayton, Ohio. We were hosted by Ken Neufeld, who is the President and CEO of the Victoria Theater Association, which owns and operates the Schuster Center. The Mead Theater (in the Schuster Center) seats approximately 2300 and is a multi-purpose concert hall, which accommodates all types of performances.
- Key learnings
 - o Each facility has proven to be a huge economic driver for these communities, contributing over \$35 million in economic impact in each city in 2011.
 - o All of the arts groups in each location benefitted from a PAC in those communities. There has to be a commitment to keep all arts groups strong.
 - o Each location had multiple venues for the arts, and scheduling at the PAC complemented the existing facilities, such that all venues are successfully utilized.
 - o Choosing the right operating model for our facility is critical.
 - o PAC's serve as a point of community pride.
- The next Task Force meeting will be May 10 at the Downtown Marriott Hotel from 8-10am.

Key Dates for April

April 26 – District 4 Forum, St. Andrews Episcopal Church, 7-9pm

April 30 – District 5 Forum, Hemphill Branch Library, 7-9pm

Key Dates for May

May 1, 8, 15, 22, 29 – Economic Impact Committee meeting, 7:30am at CFGG

May 2, 16, 30 – Arts and Culture Subcommittee Meeting, 8:30am at Cultural Arts Center

May 3 – Districts 1 & 2 Forum, Webb Hall at NC A&T, 7:00-9:00pm

May 7 – Advisory Committee meeting, 8:00am at CFGG

May 9 – Citizen Engagement Committee meeting, 5:00pm at CFGG

May 10 – Task Force meeting, 8:00am at Downtown Marriott Hotel

May 15 – Preliminary Presentation to City Council, 5:30pm at City Hall

May 22 – Media Briefing, 1:00pm-3:00pm at CFGG

May 24 – Community Forums: 7:30am, Noon, 6:00pm at Regency Room



City of Greensboro Grant Applications Submitted

<u>Grantor</u>	<u>Grants Projects / Description of Purpose</u>	<u>Amount Requested</u>	<u>Department Requesting Funding</u>	<u>Council Notification Date</u>	<u>Status</u>
National Institute of Justice	Grant improves the quality and timeliness of forensic science and medical examiner services. Fund will purchase new equipment to assist with processing crime scene investigations including Lecia FS C comparison microscope and Leica Stereoscope for firearms comparison analysis.	\$93,350	Police Department	April 27, 2012	Approved by Department on April 20, 2012
Bureau of Justice Assistance (BJA)	The Edward Byrne Memorial Justice Assistance Grant (JAG) Program is the primary provider of federal criminal justice funding to state and local jurisdictions. The Bureau of Justice Statistics (BJS) calculates, for each state and territory, a minimum base allocation which, based on the statutory JAG formula, can be enhanced by (1) the state's share of the national population and (2) the state's share of the country's Part 1 violent crime statistics. Once the state funding is calculated, 60% of the allocation is awarded to the state and 40% to eligible units of local government. The primary proposed use of these funds is to assist with the renovations of the Federal Building to become Police Headquarters.	\$135,013	Police Department	April 27, 2012	Approved by City Manager's Office on April 26, 2012